



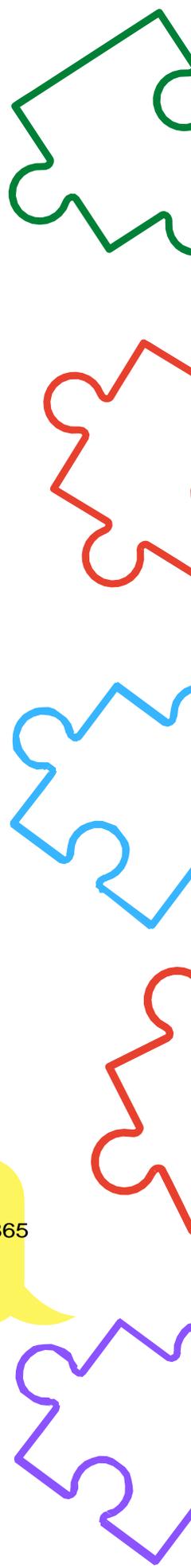
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IO 1 - RAISE

**EU Comparative Research
 on Hate Speech**

Project number :2019-1-FR02-KA205-015865

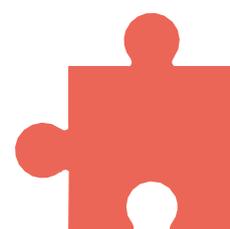
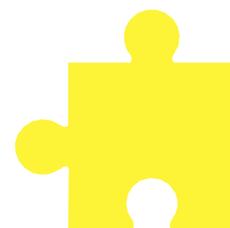


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Introduction

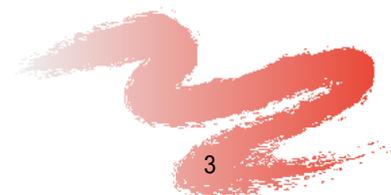


- The project “Raising Awareness for Inclusive Societies Expression”, a two-year Erasmus+ KA2 project funded by the European Commission under project no. 2019-1-FR02-KA205-015865, aims to RAISE awareness of hate speech crimes among the community and local institutions by understanding the intrapersonal and interpersonal aspects of this issue to give support and tools to persecute more justice and equality regarding this subject
- The six partner organisations located in France, UK, Greece, Spain, Italy and Portugal are currently working together to deliver an innovative and effective approach to act against hate speech crimes; to investigate and give a clear understanding about hate speech phenomenon from a psychological and social point of view; and to raise awareness about these crimes.
- To achieve this, a three-phase action plan has been defined: a first phase including an investigation, analysis and consultation data to identify specific causes and consequences of hate crimes and possible existent solutions; a second phase creating a toolbox for youth workers to build (and help build) resilience of young people against hate speech by sharing knowledge and experience by delivering workshops and discussing the problematic to build a collection of good practices and tools for the toolbox. Finally, on the third phase of the project, a training will be delivered through the creation of comics, aimed at the expression and affirmation of young people’s identities, encouraging them to take an active role in their own communities to foster social inclusion as well as provide them with tools for self-empowerment and for the support of other youngsters. Furthermore, the RAISE! Project will also be elaborating Policy Recommendations that include consultation sessions with policy makers and local institutions.





- To establish a knowledge base, the RAISE! Partnership developed the present manual which includes an investigation and analysis of data referring to the national context of each participating country, the consultation of real cases, and a set of best practices. All partners had conducted a national desk research, analysing the social and legal background on hate speech in each country, as well as interviewing professionals working on the field and young people to understand their feelings about hate speech and their knowledge on this issue. The key findings of the six national reports are combined and presented in a comparative format in this transnational report.





Definition of hate speech

According to the Committee of Ministers of the Council of Europe, the term “hate speech” defines discriminatory statements against a person or group of persons on the ground of origin, nationality, religion, culture, gender or sexual orientation. This term covers:

all forms of expression which propagate, incite, promote or justify racial hatred, xenophobia, anti-Semitism or other forms of hatred based on intolerance, including intolerance expressed by aggressive nationalism and ethnocentrism, discrimination and hostility against minorities, and migrants and people of immigrant origin (Keen & Georgescu, 2016).

It is important to note, that while many European countries have adopted legislations to prohibit expressions of hate speech, the definitions used across Europe differ slightly when determining what actions are prohibited and what constitutes hate speech.

We have analysed the legal definition country by country to see the differences among them.

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In **Greece**, hate speech is that which offends an individual or a group of people based on their characteristics, such as gender, ethnicity, religion, race, disability, or sexual orientation. The following are considered hate speech actions: gestures, behaviours, hate texts and comments, or those presentations that are prohibited either because they incite violence or harmful acts against or by the protected person or group, or because they undermine or intimidate a protected person or group. According to law 927/79 of the Greek Penal Code hate speech is defined as “public incitement to violence or hatred”. This law is also known as the antiracist law, as amended by law 4258/14.



Offline and online hate speech is defined in **Portugal's** Constitution and Penal Code. Even although the concept of hate speech is not directly mentioned, the legislation talks about the consecration of the principle of equality and non-discrimination for any reason. This definition refers to the kinds of discrimination that can occur, such as racial, religious and sexual discrimination.



In **Spain** the concept of “hate speech” is used, without major nuances, to refer to the crimes effectively typified in the Criminal Code. Hate speech refers to those acts that express hate or prejudice towards a person or a group of people based on personal conditions. Not all hate speech acts are considered “hate crimes” according to Article 510 of the Spanish Criminal Code, but the Spanish legal system does sanction other forms of hate speech that are not considered crimes.





However, there are some countries such as France, the UK and Italy where there is no actual notion of hate speech, or no legal or unified definition. In France even though this concept is used as an analysis tool to characterize several provisions, there is still no proper definition to determined. According to Gwénaële Calves, professor of Public Law at the University of Cergy-Pontoise, hatred as a sentiment should not be prosecuted by law, but those who incite hatred, execration or rejection on grounds that may call into question their humanity should. While insults, defamation and public provocation to discrimination or violence against one or more persons on grounds of nationality, religion, sexual orientation or disability, as well as denying crimes against humanity or terrorist acts are considered infractions, and are therefore criminally punished, the perpetrators never go to court because those actions are not considered a crime, as in other European countries.





At the same time there is no uniform definition on hate speech according to English law. However, in general in the UK, it can be defined as an expression of hatred towards another person or group of people having (or perceived as having) one or more protected characteristics with the intention to harass and distress the other person or group; such expression of hatred can be in the form of various means of expression such as writing, verbal, signs or any other form of communication. These protected characteristics are defined by the different regulations as: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. One of the strengths of hate crime policy in the UK is that it is rooted in a victim-based approach, meaning that what defines recording the incident as a hate crime is the perception of the victim or any other person and not the discretion of the police officer.

Similarly, even if hate speech is a growing concern in Italy due to the wave of migrants and refugees arriving and their struggle on integration, the inflammatory tones used by political parties and movements in public debates, as well as the biased media on issues related to diversity and minority groups, there is no legal definition of hate crime.

Therefore, considering all the above and after reviewing the different definitions and considerations in the different participating countries regarding hate speech, the following common definition of hate speech has been defined by the partnership as: “Any public speech, act, action and form of expression that expresses, propagates, incites, promotes, justifies or encourages hatred, violence, xenophobia, intolerance, prejudice, discrimination, intimidation, defamation, harmful acts, hostility or other forms of hatred towards a person or group based on certain characteristics such as race, nationality, ethnicity, age, disability, civil status, pregnancy or maternity, race, religion or belief, gender reassignment, sex, or sexual orientation”.





National Framework



Implementation of the national legislation

In all countries, except for the UK, there is a law that penalizes denialism, that is the denial or glorification of the crimes of genocide, against humanity or against those protected in an armed conflict. Furthermore, those acts that discredit, demean or humiliate these groups and the glorification or justification of these acts with a discriminatory motivation are punishable as well. However, the imprisonment terms or fines applied vary from country to country.

In Spain, these crimes are punished with imprisonment from one to four years and fines from six to twelve months. In Portugal the penalty is imprisonment from six months to five years. However, in France and Italy their law does not punish denialism, but rather its dissemination in the public space which can incite hatred. And lastly, Greek law punishes denialism with fines from 5,000 to 20,000€ but it is not related to a formal expression of opinion but rather to the violence that accompany the act.

Nonetheless, each country penalizes different actions when it comes to hate speech crimes:

In France there are two major laws regarding hate speech: the PLEVEN Law (Law of 1 July 1972) that defines insults, defamation, provocation to discrimination, hatred and/or racial violence as an offence punishable by authorities; and the "AVIA" Law or Law Against Hate Content on the Internet (9 July 2019), that provides a 24-hour window for removing hate content from collaborative sites and social media and a better support system for victims. For each transgression the perpetrator risks a penalty of 45,000€ and/or a year in prison.

In the UK expressions of hatred toward someone on account of that person's colour, race, disability, nationality, ethnic or national origin, religion, gender identity, or sexual orientation is forbidden, as well as any communication which is threatening or abusive, and is intended to harass, alarm, or distress someone. Furthermore, the Public Order Act 1986 prohibits expressions of racial hatred in England, Wales and Scotland. It was amended in 2006 by including those acts that intend to stir up religious hatred, as well as protecting freedom of speech, and in 2008 including the offence of inciting hatred on the ground of sexual orientation for England and Wales.





In Greece, Law 927/1979 was amended in 2014 on Combating Race Discrimination including “public incitement to violence or hatred” which is punishable by imprisonment of three months to three years and by a fine of 5,000 to 20,000€.

Under Article 240 of Portugal’s Criminal Code, those who carry out or participate in activities which incite discrimination, hatred or violence on grounds of race, colour, ethnic or national origin, descent, religion, sex, sexual orientation, gender identity or physical or mental disability, or that encourage it; or that participate in or assist the organization of activities abovementioned may be punished with imprisonment from one to eight years.

In Spain, following the reform introduced by Organic Law 1/2015 of 30 March 2015, amending Organic Law 10/1995, of 23 November 1995, concerning the Criminal Code hate speech behaviours were made punishable, creating a new crime against moral integrity on discriminatory grounds that includes fostering, promoting or inciting to hatred, hostility, discrimination or violence against a group of people or a particular individual on the ground of race, ethnic origin, religion, ideology or anti-Semitism. Furthermore, those acts that discredit, demean or humiliate these groups and the glorification or justification of these acts with a discriminatory motivation are punishable as well with imprisonment from one to four years and fines from six to twelve months. Furthermore, according to Article 20.1 of the Spanish Constitution and ruling of the Constitutional Court, STC 136/1999 those messages that incorporate threats or intimidation cannot be seen as a legitimate exercise of freedom of expression and information.

The need to balance the principles that have been set out in Articles 2 (recognition of inviolable rights) and 3 (equal dignity and equality before the law) of the Italian Constitution with the principle of freedom of speech is of fundamental importance. The legislation in force today is Law no. 85 of 2006, an amendment on Law no.654 of 1957, which reduces the limits of prison sentences and provides fines as an alternative. Article 604 bis of the Italian Penal Code “Propaganda and Instigation to commit crimes for reasons of racial, ethnic and religious discrimination” (previously known as Article 3 I.654/75) is used to criminally fight the propaganda and instigation to commit crimes for discriminatory reasons. However, the protected categories on Italian legislation on hate speech are solely those based on racial, ethnic, national or religious grounds. Furthermore, the law does not provide criminal sanctions regarding cyberbullying, but rather educational and preventive measures.

We can conclude that even though each country applies different punishments for hate crimes and have specific definitions, they all have different laws in force regulating hate crimes and punishment for perpetrators that may involve fines or imprisonment.





Analysis of the national legislation for its conformity with the European and International human rights standards

All countries involved in this project, being members of several international and European bodies, such as the United Nations, are required to give international human rights treaties domestic legal effect, as well as the Charter of Fundamental Rights as part of the Lisbon Treaty.

We can state that the 2015 amendment of Article 510 of the Spanish Criminal Code is in line with Article 20 of the International Covenant on Civil and Political Rights, a multilateral treaty that is part of the International Bill of Human Rights. Furthermore, Spain follows the European Union's Fundamental Rights Charter, as well as meets the recommendations on legislation of the European Parliament regarding the implementation of anti-hate crimes laws. In the same line, Spain's laws follow all EU's regulation on the matter of Discrimination, Hate Crime and Hate Speech, although the laws are not exactly similar.

At a European level, Portugal has adhered to the main conventions and recommendations related to hate speech, discrimination and human rights. However, its laws still have some imperfections, such as the inadequacy of national education programmes in the topic of human rights standards in relation to the discoveries period.

Greece has adopted the European Chart of Human Rights, yet it has been convicted several times by the court of the ECHR for not following some of their articles. The most notable case was the VALLIANATOS AND OTHERS v. GREECE. It is a very widespread belief that Greece mostly follows the international and European standards in these matters, rather than creating their own.

French laws are based on a logic of inclusion and integration of everyone. As a part of the EU, its laws must promote the ideal of peace that the Universal Declaration of Human Rights states in its texts. These laws allow us to protect the values of citizens that can undermine our democracy and to prevent the violence that hate speech can generate.





In the UK it was not until 2000 that the right to freedom of expression was explicitly recognised by the Human Rights Act. Under this legislation, this right, as guaranteed by Article 10 of the European Convention on Human Rights, is protected by law in the UK. There is also a requirement that UK laws must now be consistent with the more cohesive body of rights and case law of the European Convention. It remains the case, however, that domestic laws governing discrimination on the grounds of protected characteristics are an unwieldy and opaque tangle of primary, secondary, and European legislation.

Despite the strong protection of both the right to freedom of speech and equality in Italian law, the existing legal framework for “hate speech” is not fully in line with international human rights standards. The protected features listed in criminal law regarding serious forms of ‘incitement to hatred’ are limited to race, ethnic origin, nationality or religion, and proposals to expand this protection have stalled in parliament. Moreover, the application and interpretations of existing provision on “hate speech” in Criminal Law are also inconsistent. Italian Courts often consider racial or ethnic prejudice as an aggravating circumstance in cases of criminal defamation.

We can conclude that almost all participating countries follow international standards to protect human rights, but there are still some inconsistencies and inadequacies, with both international and European conventions.





National statistics of cases of hate speech



In order to really understand the magnitude of this problem, hate speech statistics from the last few years in all participating countries were further analysed.

Of the 164 hate crimes recorded in Greece in 2018, only 17 were prosecuted and 4 sentenced. In most of these incidents, the victims suffered personal injuries combined with insults, threats and property damage. Regarding previous years, we had been unable to determine whether cases involving refugees and migrants decreased in 2016 with respect to 2015. Concerning LGBTQ discrimination, the number of attacks in Greece has also declined, although the numbers have remained high.

In France, there were 4,010 hate speech infractions in 2018, which account for 77.5% of the hate crimes and offences committed that year. Even if this means a decrease of 4% comparing hate speech offences committed in 2017, the number of victims (3650) has slightly increased.

In Portugal, the highest number of complaints was 346 in 2018, from which only 16% were followed by an official complaint. The most targeted group of these acts are Roma, Brazilians, and black people due to their racial and ethnic origin, nationality, or colour of their skin. The Discrimination Observatory on LGBTQ discrimination received 186 complaints which correspond to insults or threats offline and online. Moreover, evidence of hate speech was found in at least 27 of the situations reported.

In 2018, Spanish security forces recorded 1,598 hate crimes, a 12.6% increase compared to 2017. Most of these crimes (320) were threats and happened on the internet (45.2%). Furthermore, among the acts recorded in 2018 as hate speech crimes (166 cases – which shows a 6.4% increase regarding 2017), the most frequent were those regarding ideology, racism, xenophobia and sexual orientation.





IAs already mentioned, Italian legislation does not provide a definition of hate crime, so there is no instruction or policy document to guide police in identifying and recording hate crimes. The police system used to store information regarding crimes registers strands of hate crime mentioned in the law, including ethnicity, nationality, race, religion or crime against national linguistic minorities. There is no specific marker for each bias motivation in the system, so crimes cannot be distinguished from one another in the database according to motive. Crimes committed on discriminatory grounds other than those explicitly outlined in the law (e.g., gender identity or sexual orientation) are entered in the system as ordinary offences. However, it does record the overall cases, which show a yearly increase, recording 1111 cases in 2018, there is no data of their prosecution nor sentence, but it can be assumed that the trend would be similar to the one of previous years (in 2017, 1048 cases were recorded, of those 613 were prosecuted and only 40 were sentenced).

Lastly, it must be noted that there is no official study providing national statistics on cases of hate speech as a result of the lack of a legal definition for this concept in the UK. However, when crimes are reported, they are either classified as a hate crime or hate incident. In 2018/19 103,369 hate crimes were recorded in England and Wales, from which 76% were related to race. Other motivating factors include sexual orientation, disability, transgender identity and religion or beliefs. In addition, 47% of the religious offences were targeted against Muslims and 18% against Jewish people. Moreover, Stop Hate UK, a national organisation working in the field of discrimination and hate crime, shows in their 2018-19 Annual Report 1034 that most of the hate incidents reported during that time accounted for verbal abuse (376) and threatening behaviour (346)

With the information gathered from all the partner's countries, it can be seen that the cases/victims of hate speech in all the studied countries have increased, although the extent of this increase varies from one country to another. By looking at the data, it also becomes clear that the prosecution of hate speech crimes rate is not very high, and the numbers of sentences are even lower.





National support services for victims of hate speech



Type of support services existing in the country –public, private or mixed funding

All countries have been part of the “No Hate Speech Movement”, a youth campaign led by the Council of Europe Youth Department aimed at mobilising young people to combat hate speech and promote human rights online. Launched in 2013, it developed campaigns in 45 countries.

Apart from that, we can find many organisations and centres that offer psychological support and assistance to victims in Greece, Spain, France, Portugal (APAV) and in the UK (Stop Hate UK, TellMAMA, CST). In Portugal several hotlines are available to report such crimes, and there are online mechanisms to report crimes. This is also possible in the UK through the True Vision website. Furthermore, in Greece and Spain there is a specific Protocol of Action for Law Enforcement regarding hate crimes, which includes the report and prevention of these crimes as well as a response and victim care system. In addition, the Spanish Youth Institute has developed a Guide Against Hate Speech on the Internet and there are also private funded actions against hate speech and intolerance such as a Guide Against Hate Speech created by the Fundación Secretariado Gitano (an organization working for the social inclusion of Roma people) or the “Somos Más” project against hate speech, partially funded by YouTube among others.

While France does not have specific support services for victims of hate speech, since this is strictly related to discrimination, the National Plan Against Racism and Anti-Semitism has developed a 2-year-long project (2018-2020), that has created a specific action plan named “Protecting citizens and supporting victims” looking to create a better model for recording complaints, designating discrimination advisers in departmental directories of public security and to create a portal of information and assistance for victims. However, there are many associations and NGOs working to stop hate and crimes related to discrimination, offering support to victims. The best-known French organizations fighting against hate are the Representative Council of Jewish Institutions of France (CRIF), the International League against Racism and Anti-Semitism (LICRA), the SPCJ, SOS Racisme, SOS Homophobia and Le Refuge.





Moreover, the UK government also has a Hate Crime Action Plan (2016-2020) that only applies to England and Wales and outlines the action that will be taken to prevent and respond to hate crime, to increase reporting of these crimes as well as to improve the support for victims.

Projects such as V-START (Victim support through awareness raising and networking), in Italy, investigated how well known the structures dealing with hate crime victims were through reconnaissance and subsequent mapping, showing that they are little known. There are 38 specialised structures and organisations have been identified, the National Government, such as Cospe, the most prominent one, officially endorses these. In addition, the Italian National Office against Racial Discrimination (UNAR) has an online form and a toll-free number for the collection of hate speech reports. Odiare Ti Costa is a new project based on the collection of reports with the aim of bringing legal action against those who spread hate speech, and the Online Hate Prevention Institute (OHPI) is a platform that enables citizens to report hate crime and hate speech incidents.

Awareness about the institutions and organisations dealing with cases of hate speech

In general, when it comes to discrimination, most people residing in the participant countries are somewhat aware that there are organisations offering support and they know they can report these crimes. They are aware they can find support systems if they look for them, but they cannot name them without carrying out a search and many are unsure where to go, except for the police.

In Greece, there are events and campaigns being organised to raise the awareness and to promote equality and non-discrimination. There are also raise-awareness campaigns in Portugal, though they do not seem to be sufficient because according to the 2018 ECRI report on Portugal, most of the victims of discrimination and hate speech were not aware of the legislation, nor the websites or authorities before whom they could submit a complaint.





However, there are not many associations fighting against hate speech as a global and integral phenomenon and they are now beginning to make themselves known in some countries, such as Spain or the UK. According to the national report from the UK, more measures should be implemented there to prevent hate speech cases from happening in the first place, since a lack of prevention measures have been detected.

Additionally, it should be noted that the rise on the number of these crimes detected in Spain may be explained by the consolidation in 2018 of the National Office to Combat Hate Crimes which have resulted in a greater awareness of the need to report these acts.

While in France, the authorities are aiming at improving schools' response and support for education teams facing difficulties in order to raise awareness and actively give the means to deal with cases of hate speech and as preventing measures, something the aforementioned organizations do as well. Despite the efforts of the Italian government in defining a legal framework for hate-related crimes, the activities aimed at supporting hate speech victims and fostering social and cultural awareness are mostly promoted by non-governmental organizations; volunteers are often experienced in psychological support and well known at local level.

Generally, it can be concluded that there are some organisations, activities or support systems in place in all countries, but activities, response measures and level of action varies greatly from country to country. Furthermore, there is low public awareness on the organizations supporting victims and even on the current legislation and process to report these acts, which should be raised through campaigns.





Use of the institutions and organisations dealing with hate speech

In Spain, victims of hate speech generally turn to specialised entities that work specifically with cases related to the discrimination they have suffered and/or the crime, and many of them are private entities. People usually seek organisations working with their peers: nationality, sex orientation, disability, religion, age, etc... and avoid a more general approach.

In Portugal, as well as in the UK, victims rarely report incidents to the authorities for fear of retaliation or undervaluing the situation, lack of proof or knowledge of the possibility, or because they have no confidence in the justice system.

Furthermore, even though civil society organisations and community groups in Greece help inform and support victims of hate speech (especially women, migrant or LGTB organisations), the awareness of the existence of specific related laws is low, thus the reporting of such crimes is low too, making victims not seek protection or report the incidents out of fear.

In France thanks to the National Plan Against Racism and Anti-Semitism, a country-wide network of bodies fighting against discrimination has been developed with the aim of drawing up at least 50 local plans to fight racism, anti-Semitism and discrimination with local governments over three years.





Focus Groups



The Project “Raising Awareness for inclusive Societies Expression – RAISE” had envisioned the implementation of focus groups and face-to-face meetings with young survivors of hate speech in each participating country, to gather first-hand data as well as contrast and discuss information. These focus groups were carried out in Spain and France. However, due to the COVID-19 outbreak in Europe, not all partners were able to organise face-to-face meetings before containment measures prohibited meetings, namely in Greece, Italy, Portugal and the UK. In order to gather the corresponding information in those countries (Greece, Italy, the UK and Portugal), the partnership created an online questionnaire through Google Forms and mixed closed and open questions to try to gather respondents’ opinions, feelings and comments. Both, the focus groups and the online questionnaire targeted young survivors of hate speech. We reached a total of 128 individuals, whose responses are analysed below:

Definition and causes of hate speech

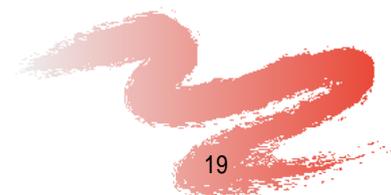
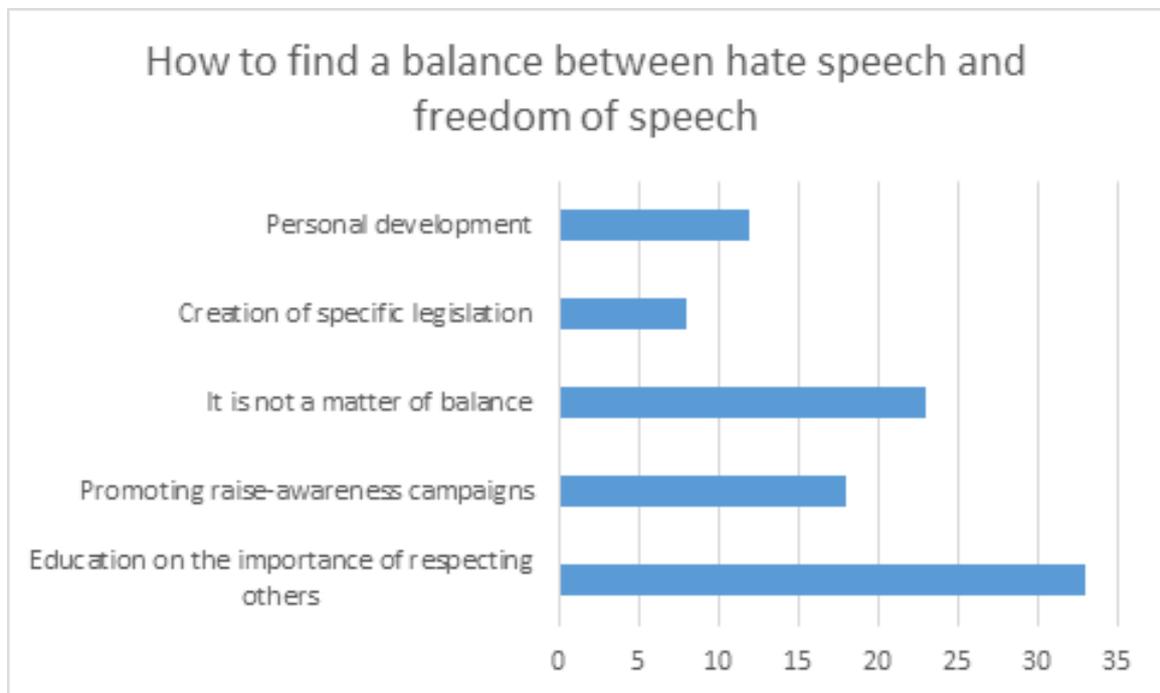
When asked about the definition of hate speech for them, most participants in the focus groups (both, face-to-face and online) agreed that hate speech is a form of verbal expression or action that promotes racism, xenophobia or discrimination, as well as a form of speech that fosters the exclusion of an individual or a group of individuals based on their characteristics (race, gender, origin, sexual orientation, religion or political beliefs, etc.).

In France they mainly find themselves victims of hate speech due to where they live, that is, areas of the city where the criminality rate is high. They link hate speech to the police and state that they abuse their power because they feel superior and untouchable. Furthermore, French and English participants believe that hate speech is being normalised due to its appearance on the media and the representation of some groups on it, that not only exacerbates but breeds hatred.





According to 36.7% of the participants (47 out of 128), hate speech is caused by a lack of self-knowledge, self-awareness, confidence or a fear of the unknown; past traumas and intolerance were also mentioned. Furthermore, according to 22.6% of the participants (29 out of 128) it is caused by ignorance and prejudice, hatred as well as racial and gender prejudice, mostly acquired during the upbringing of the perpetrators, and they also see it as a form of revenge: people who have suffered from discrimination reproduce it on others. Only 3 people mentioned a fear of diversity or insecurity and 2 mentioned institutional causes for hate speech.



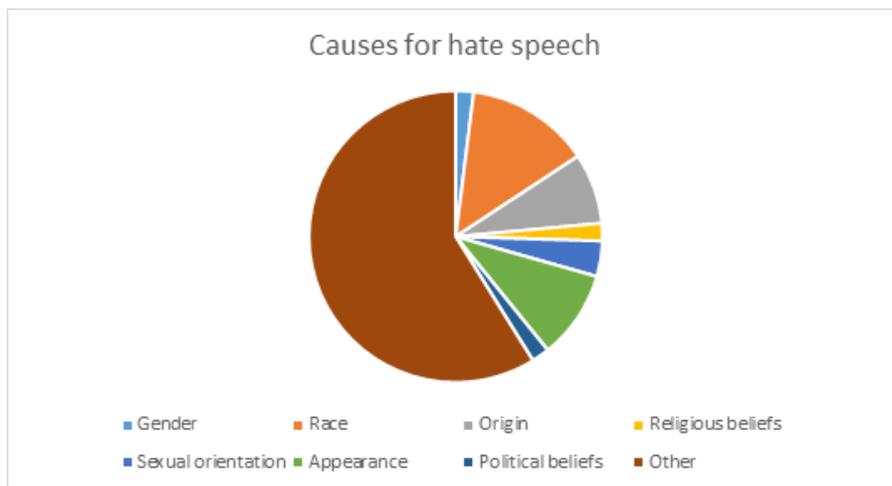


Freedom of speech vs. Hate Speech

Different solutions were mentioned when we asked about a way to find a balance between freedom of speech and hate speech: 25.7% (33 out of 128) mentioned educating children from a young age on the importance of respecting other people and their rights, 14% (18 out of 128) stated that the solution was promoting raise-awareness campaigns. However, 17.9% (23 out of 128) find that it is not a matter of balance, since freedom of speech is regulated by law in most countries and people cannot overcome those limits. Despite that, 6.25% (8 out of 128) participants believe that governments should create specific legislation to tackle hate speech and 9.73% (12 out of 128) also mention personal development (empathy, respect, tolerance and acceptance) as the solution for hate speech.

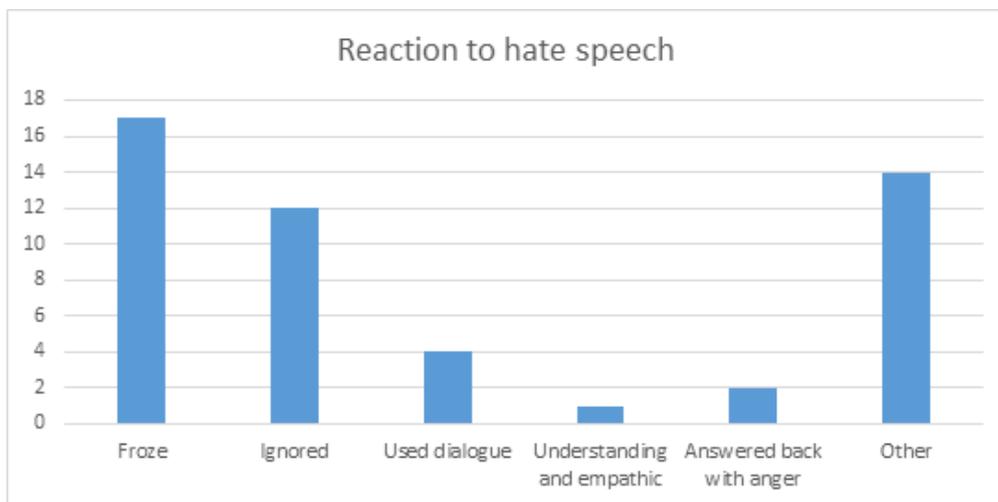
Personal experiences

A total of 42.2% of the participants (54 out of 128) said to have been a target of hate speech during their life. However, some recalled that they were not even aware they had suffered from hate speech until talking or thinking about it time after the event. When reflecting about their experience, in 13% of the cases (7 out of 54) the action that caused it revolved around their race, in 9.3% (5 out of 54) around their appearance, in 7.4% (4 out of 54) around their origin, in 3.7% it was due to their sexual orientation and in 1.85% (1 out of 54) due to their gender or political beliefs. It happened in various places such as on the streets, at a public office, at work, but mostly at school (14.8%). Some of these situations show us the need to have a clear definition of what hate speech is, so that the youth can clearly name and identify what is happening to them, as well as take into consideration all factors (individual and contextual) in order to understand hate speech fully.



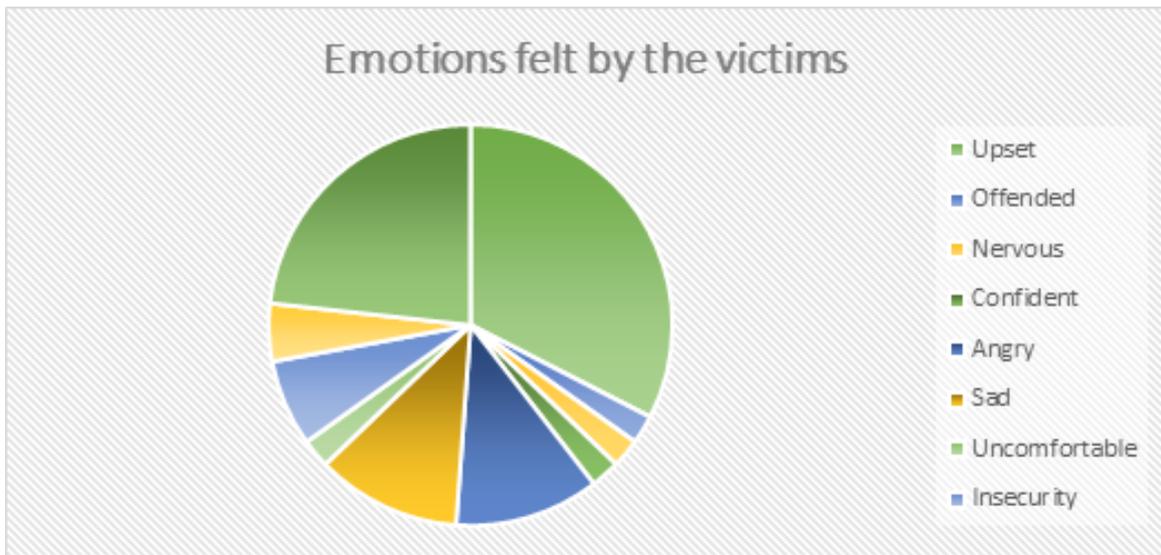


When talking about the reaction they had when they faced these situations, very different reactions were reported. Some say they were not aware they were being discriminated or talked down, 17 people froze on the spot and said nothing, twelve participants ignored it, 4 answered back using dialogue, one reported that they tried to be understanding and empathic, and finally two participants stated that they considered using some kind of aggression as an answer to hate speech. The lack of response may indicate a lack of tools to reply, shock due to the unusual situation or fear of possible consequences, which should be addressed through different activities.





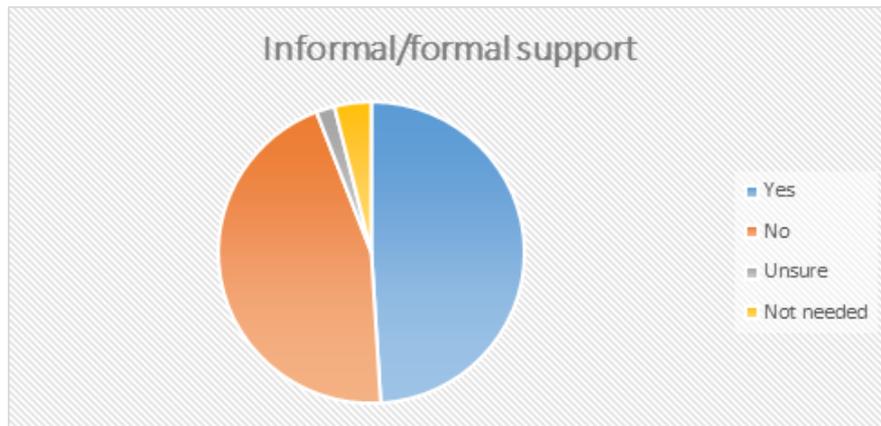
However, regardless of their response, 25.9% of the participants felt upset, 18.5% powerless or shocked that these acts are still happening. Moreover, 9.25% felt angry and the same amount of people sad, 5.55% felt insecure, and some felt nervous and uncomfortable. During the discussion, some of them even stated that they believed that it was their fault. Some of them stated they were afraid of reacting to these behaviours or didn't know what to do. However, one person stated that they felt confident after, which was the only positive answer that we received.



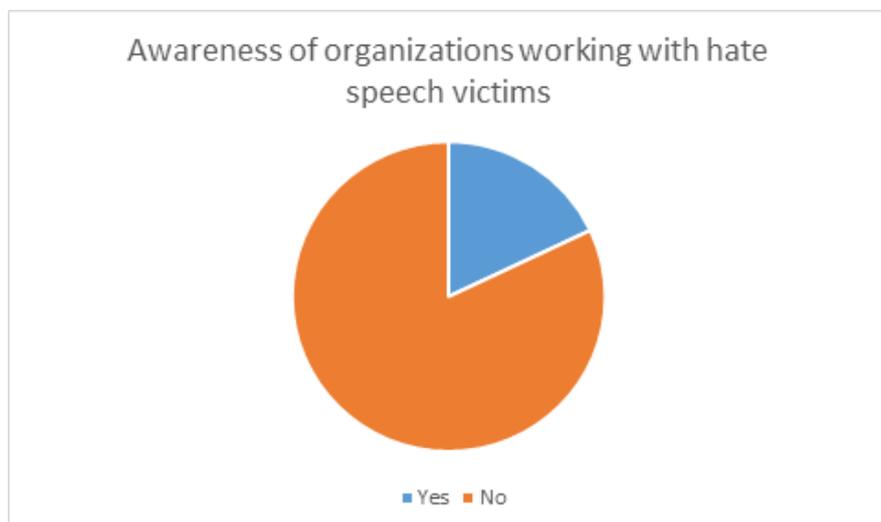


Resources and facing hate speech

It is clear from all the reports and comments that many participants received informal support from their family, friends, and colleagues or even from the police or the school, but they were not the majority.



Moreover, 82% of the participants (105 out of 128) stated that they were not aware of the organisations or support groups in the areas where they could go and that offered support to victims in their region.

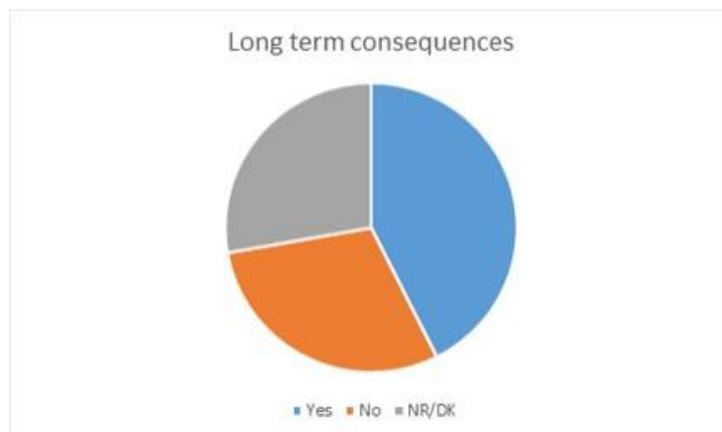




On the other hand, 87.8% of the answers received in this question shows that participants believed that governmental institutions should be more involved in this matter by creating new laws specific for hate speech or developing easier ways of reporting crimes. Other proposals were: adopting new methods for raising awareness, for promoting inclusion and for informing the public, as well as implementing new educational processes for both formal and non-formal learning, concerning the education of individuals on issues related to social inclusion, acceptance of diversity and the protection of human rights and personal freedom. Only 3.7% said that politicians should not play a role in these matters as opposed to 96% that believe that they should empower the legislation, support diversity awareness and update the educational programmes.

Consequences

A total of 42.6% of youngster suffering from hate speech (23 out of 54) stated that these situations have affected them in the long term. These consequences were at times positive, which makes us think that they were more resilient than others or faced easier situations, and other times negative, which are mostly related to lack of self-esteem and confidence, anguish, depression, anger, as well as disappointment. Moreover, 29.6% stated that it had not affected their lives in the long run.



In addition, hate speech contributes to the creation of barriers, since it leads to phobias such as islamophobia and to the phenomenon of “de-personification”, which consists in not seeing people as individuals, but rather to categorise them according to their ethnicity, religion and so on and to classify them in groups.





Conclusions

The results from this research have offered us a true insight into how important it is to acknowledge and educate people on hate speech. Even though most are aware that these situations keep on happening, not everyone has suffered from them, and not everyone has suffered from them to the same degree. There were some who looked for support within their inner circle and who shares their feelings and experiences with their closed ones. However, it was acknowledged that 82% of the participants were not aware of the existence of groups and organisations that offer support to people who has suffered hate speech, being victims or not. This shows a need to raise awareness and spread more information about the organisations that offer support to victims. Moreover, 87.8% believe that governmental institutions should be more involved in this issue by either creating more raise-awareness campaigns at schools or developing new laws and forms of reporting these crimes. The key to balance hate speech and freedom of speech for 25.7% of the participants is educating from an early age regarding limits and boundaries, for 14% the solution was promoting raise-awareness campaigns. However, according to 17.9% of the participants, it is not a matter of balance as freedom of speech is regulated by law in most countries, and people cannot overcome those limits without breaking the law.





Interviews with professionals



Summary interviews

Within the framework of the “Raising Awareness for Inclusive Societies Expression – RAISE” project, we carried out twenty-three interviews targeting professionals working in the field of hate speech in order to gather data about the needs of the target groups they work with and how they deal with these situations. The aim of these interviews was to collect the opinions and ideas of professionals and volunteers working with survivors of hate speech, who understand their specific needs or requests.

Experience of the professionals

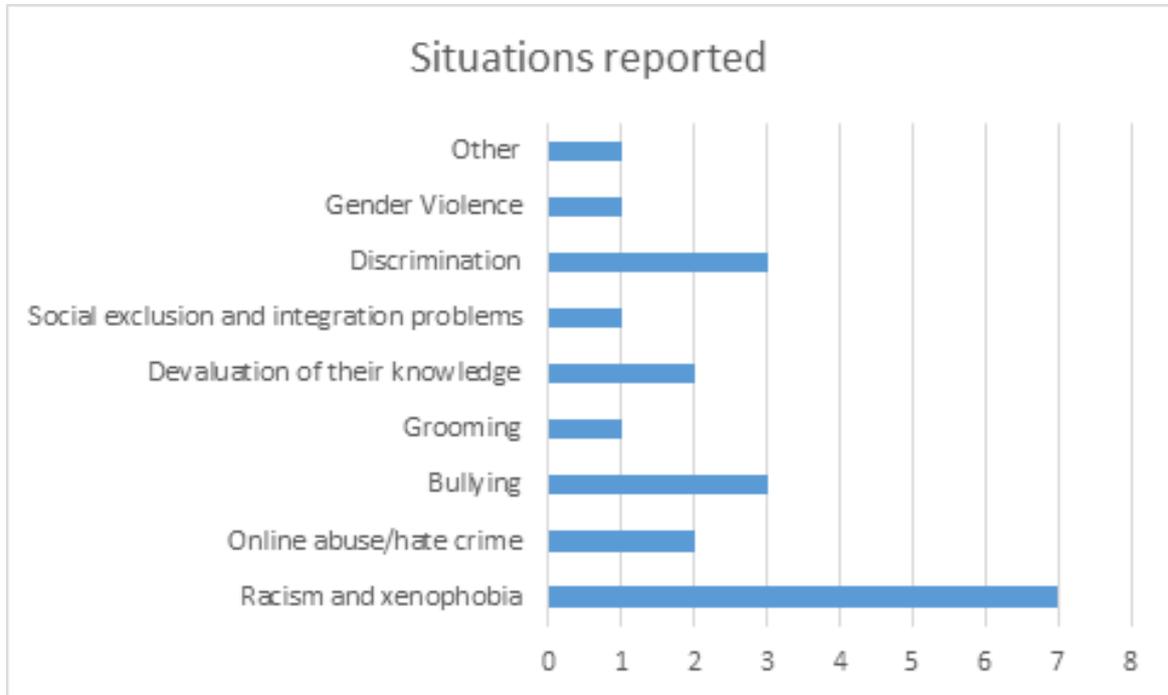
Overall, 60.8% of the professionals agree that the concept of hate speech is linked to comments based on the characteristics of a person such as gender, origin, sexual orientation, ethnicity, race or religious and political beliefs. While 17.3% added that hate speech was also related to when someone uses a fact or event to blame a group of people (migrants, Muslims, Jews, Roma population...)

Sixteen professionals reported that those belonging to a minority or vulnerable in any way, as well as those who have gone through adverse childhoods or have been bullied are usually the victims of hate speech, while seven stated that anybody can be a victim.

In Spain, they mostly deal with racist and xenophobic acts. However, in France victims are not aware of the existence of hate speech, it is just a vague concept that is not perceived the same as for English speakers. For the majority, hate speech is confused with discrimination, also because in France there is no equivalent of the English concept “hate crime”. When there is no specific word to describe it, it is difficult to identify such action.

According to their experience, hate speech often occurs in their close sphere: neighbourhood, work, family, large family, friends or school (mostly dealing with bullying). These acts lead to a generalised rejection towards individuals, putting them in a vulnerable position promoting inequality, racism, xenophobia, homophobia and social fragmentation.





Obstacles

Hate speech causes social exclusion, psychological damage, social inequality, humiliation, integration problems, shame and fear, while also making victims feel stressed and worthless in all periods of their lives. Furthermore, four psychologists believe that hate speech might have long term, systemic and societal consequences, since people sometimes become conservative in order to survive it.

Moreover, hate speech undermines democracy as it affects society as a whole. It fractures it since its actors' isolate victims and, as a result, victims isolate themselves from society. Seeing people carrying out hate speech acts makes it become normal and frequent and leads to the phenomenon of normalisation. People now are not ashamed of being racist and discriminators, it is therefore important to deconstruct their beliefs.





Needs

Professionals dealing with hate speech and survivors are key to identify the needs that survivors of hate speech have. According to thirteen professional one of the most important steps is having a comprehensive support that lets them recover from moral, physical and psychological damage. Generally, friends and family play a major role in supporting victims of hate speech, however, hate speech may sometimes come from their own family. Other mentioned needs where: raise-awareness campaigns, mediation, classification of sanctions and mediatic leaders that defend their cause.

Furthermore, victims need to acknowledge that they are the victims and be included from the very beginning, thus knowing that they are not alone and that they are not responsible for what has happened to them. But it is important that the victims feel ready and comfortable to openly talk about the incident before all of this happens.

If we do not tackle these situations, victims are left traumatised by these experiences. This will follow them into their adult life and sometimes reflect in their behaviour. Moreover, people become desensitised to hate crime and stop challenging it.

In France, there is an important need of responsibility from politicians and the media, who host people like Éric Zemmour, a French exponent of hate speech. If we legitimise hate speech on the media, people will reproduce those behaviours because they think about freedom of speech as an absolute freedom with no limits.

Proposals

100% of the professionals believe that national and European policies are not enough to tackle this problem and some professionals believe that there should be a common basis to counter hate speech in Europe. Another professional says that cases of denigration are really hard to prove, and most of the time victims do not report the incident to the authorities.





The most important approach according to 60.8% of the professionals is the educational one, we need to educate and raise awareness in our society with educational programmes that support multiculturalism and diversity from a young age eliminating stereotypes and campaigns based on real cases. Furthermore, 26.8% agree that better funding is needed to offer better support and make it accessible in schools, universities and local organisations.

It is also important to train educators and Law Enforcement on the detection, reporting and help of cases, as well as create a comprehensive response from all associations and governments to better understand and fight against these inequalities. As well as develop education courses on social media and training projects that aim at combatting addiction and cyberbullying, and the introduction of policies that contribute to reducing social inequality.

Opinions

To sum up it is important to acknowledge the contribution of all professionals interviewed which was really effective for our project, as we discovered the needs and problems of survivors of hate speech, and we understood better the consequences it can have on individuals and on society. We, as humans and members of a society must reprove any case of hate speech we notice in order to build a safe and healthy environment for everyone since there is a need to acknowledge victims and be there for them. Government needs to put in place better measures to support the labour professionals carry out and it is important to raise awareness about this issue.

Hate speech concerns everyone and all ages and has dramatic consequences in a young person's life. Consequences which can follow them during their whole life, affect the way they function and have an impact on society. Education and support play an important role both for prevention but also for easing the consequences.





Best practices



The purpose of this section is to provide a methodology for a comparative analysis of existing best practices to provide youth workers with innovative tools and activities to improve their capacity to address the issue of hate speech in their daily work and to foster the dialogue with young survivors and to better assist them in the process of building a life plan.

Definition of "best practice"

The proposed best practices are a collection of activities which provide professionals working with young people, including those from minority groups and with fewer opportunities, with resources and material for inclusive, diverse and equal youth work.

They include intercultural learning and diversity to foster peace, intercultural dialogue against hate speech, discrimination and violence, as well as exercises to develop young people's critical thinking and practices to support safe spaces where youngsters can express their fears and doubts.

Criteria for identifying best practices

- Effectiveness: The method or technique has been successful in achieving the desired output.
- Efficiency: Good use of resources, meaning it can be put into practice with easily available resources.
- Relevance: It can be useful within the RAISE! Project.
- Sustainability: It can be continued far into the future.
- Possibility of duplication: It can be easily replicated.

The following practices can be either developed by public bodies and institutions or by NGOs and non-profit organizations.

Its transferability should also be assessed. That is to what extent is the implementation of the practice systematized and documented, making it possible to transfer it to other contexts and countries.





The following criteria was considered to assess transferability:

- The practice uses instruments (e.g. a manual with a detailed activity description) that allow repetition/transfer.
- It uses easily available resources.
- It has already been successfully transferred.
- The description of the practice includes all organizational elements.
- The description of the practice includes environmental elements and local setting.
- Includes the implementation costs of the practice.
- Target population characteristics of the practice.

Best practice 1

Name Saying it worse

Location and Date European Union as a part of the No Hate Speech Movement Campaign from 2013 to 2017.

Organization Youth Department of Council of Europe

Description In this activity online hate speech is introduced to the participants. They should be divided into groups and each group will receive several cards with different examples of anti-gay hate speech. They should rank them according to which they think are "worse".

Website <https://rm.coe.int/168065dac7>

Target group Young people, young survivors and youngsters with fewer opportunities.

Key goal Raise awareness on the different forms of hate speech and its negative impacts.

Specific objectives - To reflect on the different forms of online hate speech and assess their impact.

- To address anti-gay stereotypes and prejudices.

- To consider appropriate responses to different instances of hate speech online.

Impact No information available.

Efficiency This activity raises young people's awareness on the different forms of online hate speech they can encounter and challenges them by making decisions that could be against their values and opinions. Furthermore, this exercise also helps them reflect on their online behaviour.

It can stimulate concrete action by making them organize an online and offline campaign to fight against hate speech and foster human rights.





Transferability assessment The activity can be replicated in other Member States and is adaptable to other objectives, projects and target groups by changing the content of the cards with examples involving other individuals or representatives of a group.

Other information A brainstorming session on hate speech and participants' experience with online hate speech should be delivered before starting the game. It should also include broader explanations from facilitators about the different communication channels used for this crime and how the term refers to both abusive and discriminatory behaviour and offensive comments.

Best practice 2

Name My life is not a show!

Location and Date 2015

Organization Council of Europe

Description The activity starts with a brainstorming session on cyberbullying, what it is and how it manifests. Next participants write down their answers on a flipchart. The trainers mark a line on the floor with tape or a string and call it the "yes" line while participants line up into two straight lines, on either side of the "yes" line. Trainers should read aloud some statements about cyberbullying and if participants agree they have to step into the "yes" line.

Website "COMPASS: Manual of Human Rights Education with Young People" 2nd Edition, 2015

Target group Young people, young survivors of hate speech and youngsters with fewer opportunities.

Key goal To develop people's awareness on how the abuse of information, communication and technology can turn into online hate speech and cyberbullying.

Specific objectives - To raise awareness on the abusive use of the internet.
- To foster empathy and solidarity.
- To develop creative thinking and find ways to fight against hate speech and cyberbullying.

Impact No information available.

Efficiency This activity gives participants a better understanding on cyberbullying and online hate speech.

It stimulates critical thinking on the use of the internet and ICTs, and it could be a starting point for participants to develop innovative solutions to fight this phenomenon.



Transferability assessment The activity can be adapted to other context and situations and address different topics, target groups, learning objectives and projects, since the aims to stimulate reflection, empathy and discussion on a specific issue.

Other information The read statements should belong to both the side of the victim and the bully during different sessions, thus better exploring the topic and the self-reflection of participants on their own responsibility.

Best practice 3

Name SEND H@TE AWAY

Location and Date Italy, Spain, Bulgaria and Slovenia (2018)

Organization Korenyak Foundation (Bulgaria)

Description The project aimed at detecting the amount of time young people spend on social media and collecting their proposals to combat hate speech. From this analysis emerged a strong demand from young people to continue to be informed about this phenomenon, to loudly denounce cases of incitement of hatred in all forms, and to show confrontational attitudes and non-violence as a reaction.

Website <https://projectsendhateaway.wordpress.com/>

Target group Youth workers, victims of hate speech and volunteers.

Key goal To better understand the causes and effects of hate speech.

Specific objectives - Improving adequate skills and self-confidence

- Promoting an inclusive definition of cultural identity

- Educate and train target groups on hate speech and media literacy

- Develop and evaluate key initiatives and effective models for counteraction of hate speech against migrants and refugees on the internet.

Impact These seminars reached 75 youth workers and 50 youngsters.

Efficiency A manual was developed containing interactive methods and techniques for working with youngsters. The selection of good practices and activities in it is based on the long-term work and observations of the members of the international team and reflects their experience in the field of non-formal learning.

Transferability assessment The materials can be successfully adapted to different environments and topics. They seek to inspire others with the methods and techniques described to use or change them.





Best practice 4

Name #IORISPETTO, Educazione alla Cittadinanza Globale

Location and Date Palermo, Milan, Torino and Albano Laziale (Italy) from 2017 to 2019

Organization CIFA for Children NGO

Description This project aims at raising the awareness of students, teachers, intercultural mediators and human rights activists about the consequences of the proliferation of hate speech through participatory educational methodologies, inclusive methods of relationship in the school context and at a local level.

All classes chose a creative methodology to convey the anti-rumours approach

Website <https://www.cifaong.it/dt/ct20194/art2019264/io-rispetto>

Target group Young people, young survivors and youngsters with fewer opportunities.

Key goal To empower useful skills in the management of hate speech related conflicts.

Specific objectives - Raise youngsters' awareness on human rights.

- Support the development of a more inclusive society.

Impact The project involved ten thousand students, of which at least half took part in demonstrations for the defence of human rights.

There was also a training for teachers, part of a wider training activity aimed at 15 primary or lower secondary school classes.

Efficiency Ten thousand students were involved in the project's educational paths. Furthermore, specific pathways are also implemented with innovative methodologies for teachers, and the consolidation of a network of nationally trained intercultural mediators is coordinated.

Transferability assessment The activity can be replicated in the other Member States, and it is adaptable to other objectives, projects, and target groups, thanks to its wide focus.

Other information Numerous final events were organized to disseminate the work and discoveries made in the classrooms.





Bestpractice5

Name #SilenceHate – Digital Youths Against Racism

Location and Date Emilia Romagna, Veneto, Tuscany and Campania (Italy) (2018-2019)

Organization UNAR – Ufficio Nazionale Antidiscriminazioni Razziali

Description This project aims at fighting the spread of hate speech against migrants and minorities on the internet through the education of young people on the media. Through its activities, it aims at providing teachers, educators and young people with necessary analysis and operational tools to recognize and combat online hate speech, to spread the positive value of diversity and to foster a culture of respect.

Website <https://www.silencehate.it/il-progetto/>

Target group Youth, teachers, educators and the whole society

Key goal To develop people's awareness on how the abuse of information, communication and technology can turn into online hate speech and cyberbullying.

Specific objectives - To fight the spread of hate speech against migrants and minorities on the internet through the education of young people on social media.

- To promote the active role of young people in combating and preventing online racism and xenophobic discourse.

- To raise awareness among young people and the general public on hate speech and the risks of the uncontrolled proliferation of racist and xenophobic messages on the internet and social media.

Impact Unknown.

Efficiency The activity makes participants understand better what online hate speech is. Thanks to the training activities, participants turned themselves into activists fighting against this phenomenon, looking for solutions and new useful approaches for facing this issue.

Transferability assessment The activity can be adapted in order to address a wider topic of hate speech, starting from online hate speech and shifting target groups and learning objectives in order to fit its activities into other projects.

Other information First a training aimed at teachers and educators was delivered in order to find ideas on hate speech with their students through social media education, an intercultural approach and an active involvement of students. Subsequently, educational workshops were carried out in secondary schools and youth centres, and a website and training module were developed to disseminate the methodologies, tools and media results of the courses.



Best practice 6

Name Somos Más project

Location and Date Spain, 2018

Organization Collaboration of YouTube, the Spanish Ministry of Justice, the Ministry of the Interior, the Ministry of Education, Culture and Sport, the Ministry of Employment and Social Security and the Ministry of Health, Social Services and Equality, as well as the Aware Network, FeSP-UGT and NGO Youth and Development.

Description "Somos más" is a platform containing many educational tools for delivering trainings in the classroom and has the support of a social media campaign with a team of famous Spanish youtubers who have become ambassadors of the project.

The main activities of the project were:

- Workshops for students including the development of teaching materials and role-playing games to facilitate the understanding of students, parents and teachers.

- Communication campaign aimed at raising the awareness on hate speech.

Website <http://www.somos-mas.es/>

Target group Young people between 14 and 20 years old.

Key goal Prevent and raise awareness on hate speech and violent radicalization.

Specific objectives

Impact In 2020 more than 500 educational centres involved, 60k youngsters trained, 744k interactions on social media, 10k users involved with their own posts, 90M reached.

Efficiency The above-mentioned results show us that this project was effective.

Transferability assessment Yes, as it is mainly based on the use of training and media, thus being easy to adapt to different contexts and realities.

Other information Only available in Spanish.





Bestpractice 7

Name Guide Against Hate Speech

Location and Date Spain, 2017

Organization Fundación Secretariado General Gitano (Foundation for the social inclusion of Roma people) but financed by a grant from the MAEC's Human Rights Office.

Description Elaboration of a guide against Hate Speech.

Website

https://www.gitanos.org/upload/54/29/GUIA_COMBATIR_DISCURSO_ODIO_final.pdf

Target group Organizations, public bodies and social actors.

Key goal To eradicate hate speech.

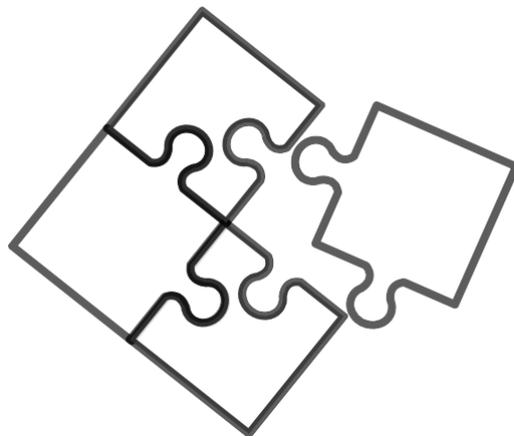
Specific objectives To provide guidance to organizations working for equality and non-discrimination, key players and the general public on what hate speech is and how to combat it more effectively.

Impact Information not available.

Efficiency Information not available.

Transferability assessment Yes, the guide has been developed in a digital format and was disseminated mainly online. Therefore, it is easy to replicate and to adapt to the different realities and contexts.

Other information Only available in Spanish.





Best practice 8

Name RESPECT WORDS

Location and Date Spain, Germany, Italy, Greece, Slovenia, Ireland and Hungary, 2017.

Organization EMA-RTV (coordinator), RADIO ŠTUDENT, NEAR FM, CIVILRÁDIÓ FM98, Radio Dreyeckland, Radio Popolare and Ellinikí Radiofonía Tileóراسi – ERT

Description With the motto 'Ethical Journalism against Hate Speech', the RESPECT WORDS project, coordinated by the association EMA-RTV, raises the need to rethink how media and its professionals deal issues related to migratory processes, ethnic and religious minorities.

The main activities of these project were:

- The development of an ethical code on the journalistic treatment of the aspects related to migration processes as well as ethnic and religious minorities, created with the conclusions of seminars in each country.
- The creation of an online interactive map of European best practices for migration processes and minority, serving as examples to improve media treatment on these issues.
- Creation and broadcast of a European radio campaign to raise awareness on the humanitarian crisis, its causes, migration processes, refugees and ethnic and religious minorities' rights.

Website <https://www.respectwords.org/en/project/>

Target group The general public

Key goal Working against hate speech in the media and raising awareness among European citizens on issues related to migration processes, human rights and the situation of ethnic and religious minorities in our society.

Specific objectives The European media serve as a vehicle for promoting and driving values of peace, tolerance, solidarity and human rights. Thus, this radio broadcasting campaign posted in more than 150 broadcasting radio stations and 7 countries will address and analyse issues related to cultural diversity in a context of humanitarian crisis and make initiatives and projects visible that help build new imagery based on integration, respect and human rights

Efficiency From the end of 2017 and for six months, each partner produced and broadcasted 20 radio programmes in its associated media networks to reach a total of more than four million listeners at a European level.

Transferability assessment Yes, but only with the involvement of radio stations or media organizations.





Best practice 9

Name UNITE – part of the Building a Stronger Britain Together initiative

Location and Date Schools in West and South Yorkshire, Nottinghamshire, Leicestershire and Derbyshire (UK), May-December 2019

Organization Stop Hate UK partnered with the National Holocaust Centre and Museum

Description The project took three workshops into schools that focused on segregation and persecution, online hate and media bias/fake news. Throughout the workshops the students were encouraged to think about how they can respond to hate and be 'upstanders' through making a small difference that can accumulate into a powerful movement in society. Stop Hate UK also ran ambassador sessions which enabled the young people to create their own campaigns and assemblies in schools and have a hate Crime awareness training session for teachers. As part of the project a new 24-hour helpline for young people was launched: Call Hate Out. This is one way in which young people can play their part by reporting incidents they experience or witness.

The main activities of the project were: three workshops, ambassador sessions for young people, awareness training session for teachers, creation of a new 24-hour helpline for young people.

Website Partner:

- <http://stophateuk.org/>
- <https://www.holocaust.org.uk/>

24-hour helpline:

- <https://www.stophateuk.org/call-hate-out/>

Target group Students aged 13-15 living in areas experiencing increases in far-right activity.

Key goal Raise awareness of hate speech among young people and enable them to become "upstanders" and become active citizens.

Specific objectives Workshop sessions and development of a toolkit.

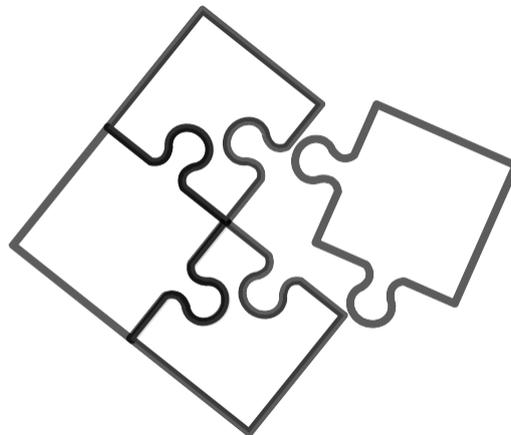
Impact The partners managed to visit the 42 schools planned across the regions and around 6000 students received teaching. At the end of the workshop sessions, the young people were able to recognise Hate Speech online and knew how to write counter-messages, and how to report it to Stop Hate UK or the media platform hosting it. Pupils were then selected from each school as ambassadors, and follow-up work is being done with them to create a school-wide Hate Crime awareness campaign through assemblies and other activities. A 24-hour helpline for young people to add to the general one from Stop Hate UK was launched in order to empower young people to report Hate Crime if they witness or experience it.



Efficiency The practice was quite busy as a lot of material was covered in three hours but the young people were taught the necessary skills to recognise Hate speech and report it to Stop Hate UK or the hosting media platform. In addition, the practice keeps on living as the young people who have been selected as ambassadors have become active citizens through now working to develop their own Hate Crime Awareness Campaign in Schools.

Transferability assessment The practice is easily replicable as it is relatively easy to facilitate and does not require expensive and complex resources. The practice is flexible and adaptable and therefore can be used in a variety of settings including institutions such as prisons, youth centres, colleges, youth offending themes institutions, ...

The practice also has the flexibility to produce a variety of different training and learning resources and is not simply limited to a 24-hour helpline.





Best practice 10

Name Round table on homophobic and transphobic hate speech and violence.

Location and Date Paris (FR), 29th September 2019

Organization French Presidency of the Committee of Ministers.

Description The debate was divided into five different sections aiming at different objectives. On the first section, the focus was to present and analyse the development concerning the implementation of the Recommendation by Member States until 2018. On a second phase, the discussion had the aim of presenting all the efficient good practices (at an international scale) regarding this area. Later, participants have identified key challenges and obstacles. Then, participants proposed key areas for improvement considering the Council of Europe normative work. To conclude, participants have developed different recommendation to present at the end of the round table.

Website <https://www.coe.int/en/web/sogi/-/round-table-on-homophobic-and-transphobic-hate-speech>

Target group Deputies

Key goal No information available.

Specific objectives Discussing about ways to combat hate speech and homophobic and transphobic violence.

Impact No information available.

Efficiency This round table helped to make a point on LGBT people situation concerning harassment. This talk allowed deputies to draft a list of recommendation to put in action to protect LGBT community.

Transferability assessment Even though the public of this activity is composed by adult deputies, this speech could be carried out also with young people, especially those at school. The material -Recommendation from Member States and best practices developed so far- could be a useful source of news for young people, which could help them knowing more about actions put into practice concerning this subject and could be the starting point for a constructive discussion.





Best practice 11

Name Quinzaine des indépendances africaines

Location and Date Montreuil, Île de France (FR), every year in November.

Organization Mairie de Montreuil

Description Almost 20 activities are carried out at the same time, so attendants can choose the ones that attract them the most. The aim of all the activities is to cancel racism by getting attendants to know African migrants' culture. Activities and workshops may change according to availability, but some of the most common are African artistic creation workshops, musical stages and thematic round tables in the presence of artists.

The peculiarity of the activities is to get in touch with African culture in order to stop racism and hate speech caused by it, therefore all the activities are carried out with African natives. Workshops are likely to change according to the availability of the person holding them, but the most frequent ones are workshops which boost critical thinking, where local people can have an exchange of ideas and discussions with native Africans.

Website <http://www.republiqueetdiversite.fr/wp-content/uploads/2014/01/RD-Guides-des-bonnes-pratiques-DEF-WEB.pdf>

Target group No specific target group. Free access to workshops.

Key goal Raise awareness against racism and hate speech, giving a personal point of view but, especially, listening to victims.

Specific objectives Giving moral support to those migrants who constantly suffer from racism- related hate speech by allowing local people to discover their culture.

Impact No information available.

Efficiency Thanks to these workshops, people get always more interested to cultures different from theirs. Even if there is no proved factor of it, this can be seen by the always increasing affluence to the workshops.

Transferability assessment This best practice can be transferred easily. Its peculiarity is putting migrants and people affected from hate speech at the core of the activity. Therefore, it can be transferable to any environment (work, school and so on) if there are migrant people willing to be part of it and especially, to ANIMATE it.





Best practice 12

Name La bibliothèque vivante une façon personnelle de dire non à la haine!

Location and Date Luxembourg and Paris, 09/30/2014 - 10/01/2014

Organization The Parliamentary Assembly of the Council of Europe (PACE) and the Council of Europe Youth Service.

Description Establishment of a living library in France and Luxembourg. It functions exactly like a traditional library, i.e. "readers" can borrow "a book" for a period of 20 minutes, with the difference that books are people. In this case, they were victims of racist violence and hate speech (including refugees and Roma), members of associations active against extremism, anti-Semitism, racism and homophobia, and former neo-Nazis who gave their testimony.

This method encourages everyone to become in turn a storyteller and a spectator. It is effective because it is based on the strength of personal encounter and frank dialogue. It consists in asking questions to victims of racism, xenophobia and homophobia so that people can hear what they have been through. Those persons are like books that others can "borrow" and consult, therefore speakers should talk for a maximum of 20 min

Website www.coe.int/t/dg4/eycb/Programme/livinglibrary_en.asp

Target group The general public

Key goal No information available.

Specific objectives The Living Library invites participants to discover a story behind the cover. The message against extremism and prejudice is "The cover doesn't make the book!" and encourages participants to fight against their own prejudices and negative prejudices and stereotypes. The method also shows that each person has his or her own history and interpretation of reality.

Impact No information available.

Efficiency After this event, participants have been more aware of the weight of hate speech and of the harm that it causes to its victims. It is therefore a prevention method for those who hear the stories as well as a healing practice for those who tell them.

Transferability assessment This activity is a useful means to give a voice to hate victims. It is easily transferable since hate crimes are everywhere and so are its victims. There is no limit of age for these human books, nor an ethnicity to be respected. Thanks to the "Living Library" method, people can understand how vast hate speech is and how many victims suffer from it.





Best practice 13

Name Project HATE NO MORE – Training and awareness raising to combat hate crime and hate speech.

Location and Date Portugal, United Kingdom, Italy, Malta, Sweden, Austria, Spain, October 2016 – October 2019

Organization Associação Portuguesa de Apoio à Vítima (APAV)

Description To be able to reach the suggested main objectives several activities were developed, such as: research and the collection of information on training on all forms of hate crimes and hate speech for victim support, law enforcement and judicial practitioners; creation of a handbook with procedures on how to identify victims of hate crimes and hate speech and how to communicate and interact with hate crimes victims, according to their needs and specific crime impact, and in a respectful manner; production of a training manual for professionals dealing with hate crimes and hate speech victims; the development of training sessions on hate crimes and hate speech in each partner country (Portugal, Austria, Sweden, Italy, Malta, United Kingdom, Spain) aimed at professionals that might come in contact with these victims; meetings to raise awareness aimed at professionals of the risk sectors are also planned as well as the development of a campaign for vulnerable groups and general public awareness.

Website <https://apav.pt/publiproj/index.php/71-projeto-odio-nunca-mais-formacao-e-sensibilizacao-no-combate-aos-crimes-de-odio-e-discurso-de-odio>

Target group No available information.

Key goal To create tools that can help to raise awareness and training to combat hate crimes and hate speech, through creation of proceedings and multidisciplinary training that include victim's perspective.

Specific objectives Specifically, this project aims to raise awareness of the general public and of potential victims, hoping that effort contributes to more hate crimes being reported and victims accessing support services.

Impact No available information.

Efficiency The manual is quite complete and professional.

Transferability assessment The manual is useful and can be easily replicable.

Other information Link to the manual: https://apav.pt/publiproj/images/yootheme/PDF/Hate_No_More_Procedures_Handbook_EN.pdf





Best practice 14

Name Houses of Empathy

Location and Date Portugal, Spain, Northern Ireland, UK and Ireland

Organization Par – Respostas Sociais, Asociación Hechos, Voice of Young People Care, Sticks and Stones, October 2015 – July 2017.

Description Like the building of a house, the project proposes to develop and reinforce personal and social skills, the foundations of healthy relationships, in order to gradually promote empathy skills among children, young people and staff.

To achieve this, in addition to an anti-bullying programme for young people, the project will promote training for professionals, seminars, conferences and provides an online platform for support.

Website <http://housesofempathy.eu/en/>

Target group Young people, staff in residential care and other stakeholders in the child protection community.

Key goal Houses of Empathy is a European project that aims to contribute to the reduction of violence amongst peers in residential care settings, by building a programme on bullying prevention

Specific objectives Through awareness raising activities and dissemination of several resources, Houses of Empathy intends to activate all the community to prevent bullying in residential care settings; inviting all the actors to play a key role in promoting positive environments in those contexts.

Impact 468 young people in residential care settings and 194 professionals.

Efficiency This programme was designed by the project consortium and was piloted in nine residential care settings in Portugal, Spain and Northern Ireland. The experience of implementation, as well as feedback from staff and young people, indicates that Houses of Empathy is a valid and useful tool to address this issue.

Transferability assessment This practice could be adapted to other Member States.

Other information Link to the manual: http://housesofempathy.eu/en/wp-content/uploads/2018/04/Houses-of-Empathy_EN.pdf

Why is bullying related to hate speech?

There are many ways to perpetrate bullying. It can be displayed by: name calling, threats or teasing; in a more physical way (e.g. being kicked, pushed, punched, etc.); by extortion, stealing or damaging belongings; rumours and gossip; being excluded and isolated; being forced to do things against your will; and even using digital media, which is called cyberbullying. It can also be distinguished according to specific target groups like disablist bullying, homophobic bullying; racist bullying, sectarian bullying, transphobic bullying, etc.





Conclusions and recommendations



It is important to note, that while many European countries have adopted legislations to prohibit expressions of hate speech, the definitions used across Europe differ slightly when determining what actions are prohibited and what constitutes hate speech. In fact, countries like France, the UK and Italy have no legal or unified definition of hate speech.

Considering the different definitions and considerations in the different participating countries regarding hate speech, the following common definition of hate speech has been defined by the partnership as:

“Any public speech, act, action and form of expression that expresses, propagates, incites, promotes, justifies or encourages hatred, violence, xenophobia, intolerance, prejudice, discrimination, intimidation, defamation, harmful acts, hostility or other forms of hatred towards a person or group based on certain characteristics such as race, nationality, ethnicity, age, disability, civil status, pregnancy or maternity, race, religion or belief, gender reassignment, sex, or sexual orientation”.

In all countries, except for the UK, there is a law that penalises denialism, that is the denial or glorification of the crimes of genocide, against humanity or against those protected in an armed conflict. The penalties differ in all countries, most of them punishing it with imprisonment rather than with fines like Greece does. However, in France and Italy the law does not punish denialism but its dissemination in the public space which can incite hatred.

We can conclude that even though each country applies different punishments for hate crimes and have specific definitions, they all have different laws in force regulating hate crimes and punishment for perpetrators that may involve fines or imprisonment.





All countries involved in this project, being members of several international and European bodies, such as the United Nations, are required to give international human rights treaties domestic legal effect, as well as the Charter of Fundamental Rights as part of the Lisbon Treaty. Portugal, Greece, the UK, France and Spain follow the European Union's Fundamental Rights Charter and have adhered to the main convention and recommendations related to hate speech, discrimination and human rights. However, Greece has been convicted several times by the court of the ECHR for not following some of their articles, and the UK domestic laws governing discrimination on the grounds of protected characteristics are an unwieldy and opaque tangle of primary, secondary and European legislation.

Furthermore, the existing Italian legal framework for hate speech is not fully in line with international human rights standards because the protected characteristics included in their criminal law are limited to race, ethnic origin, nationality or religion.

The statistics gathered by the partner countries show an increase in the cases/victims of hate speech in comparison to previous years. We can infer then that this practice is becoming more common or that more people are willing to come forward. However, the percentage of cases of hate speech prosecuted do not match the cases denounced, and the number of cases sentenced are even lower.

Regarding the types of support for victims of hate speech in all participating countries, we can state that they have all been part of the "No Hate Speech Movement", a youth campaign led by the Council of Europe Youth Department aimed at mobilising young people to combat hate speech and promote human rights online. Furthermore, we can find many organizations and centres that offer psychological support and assistance to victims in all countries, even if they are not specific for hate speech victims, but overall, the activities, response measures and level of action varies greatly from country to country.

Furthermore, the level of awareness of the general public regarding the existence of these institutions is low, thus the reporting levels are also low in most countries. Different measures should be taken to raise the awareness, not only of the existing bodies aiding victims but also on reporting methods.





Only in Greece and Spain is it possible to find a specific Protocol of Action for Law Enforcement regarding hate crime, which includes a response and victim care system. Furthermore, France has developed a 2-year-long project called The National Plan Against Racism and Anti-Semitism (2018-2020) with a specific action plan looking to create better reporting methods and assistance centres for the victims, and the UK also has a Hate Crime Action Plan (2016-2020) looking to increase the reporting of these crimes and to improve the support system for victims. Moreover, several Spanish public and private organizations have created different guides against hate speech.

The battle against hate speech is crucial, because it is the fundamental right of every human being to feel fully accepted and included in our society. As it is their duty to inform themselves, to deconstruct their prejudices in order not to incite hatred. It is because of this that it is important to raise awareness of the existence and characteristics of hate speech before working on its prevention. Many victims are aware of the fact that they are being mistreated but do not exactly what type of offense that it and how to denounce it or where to go to get support.

In addition, after properly educating people about what constitutes hate speech, it is important to deconstruct the misconceptions that usually tend to lead to this conduct. It is important that the population is educated on respecting diverse cultures, on diverse sexual orientations, on the different genders and their expression, etc. considering all choices normal and not just “divergences from the mainstream” in order to prevent the racism, homophobia, transphobia, male chauvinism, ableism, etc. that serves as basis for hate speech.





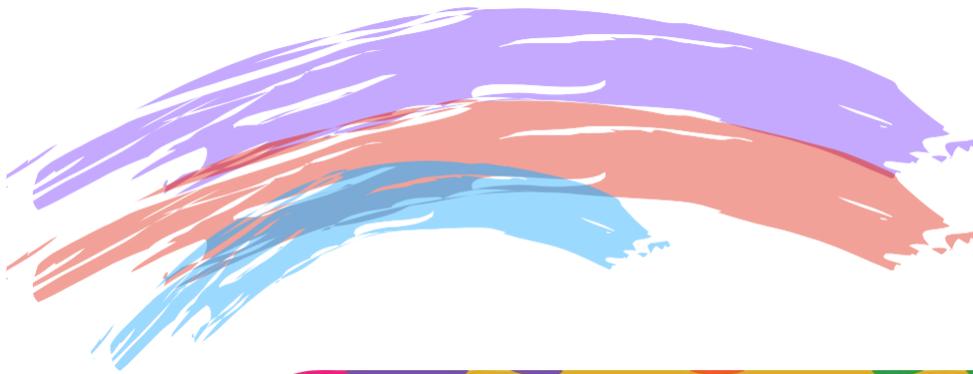
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EXPANDING
HORIZONS



NOVO
MUNDO
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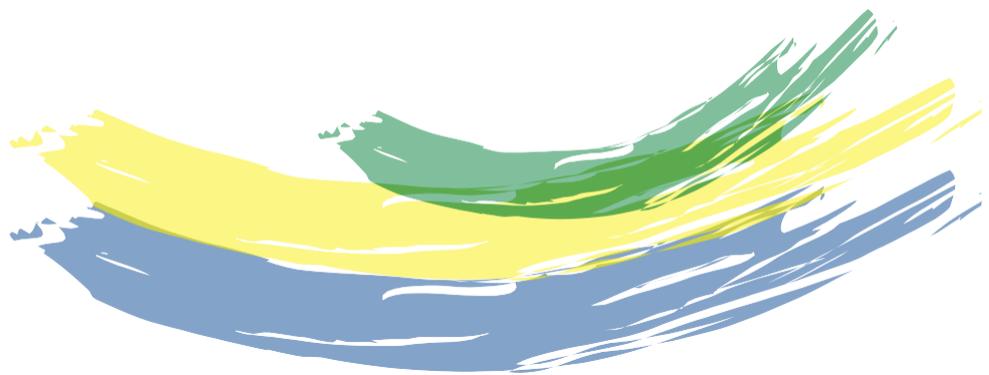
RAISE

**Raising Awareness for
Inclusive Societies Expression**

ERASMUS+ Project Number 2019-1-FR02-KA205-015865

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